

PROBLEM-SOLVING TELECONSULTATION

WITH EDUCATORS AND CAREGIVERS



5-STEP PROCESS

1

BUILD A RELATIONSHIP

- **ESTABLISH TRUST** and mutual respect
- **DISCUSS** POSITIONALITY, CULTURAL DIVERSITY, and COMFORT WITH TECHNOLOGY
- **CLARIFY ROLES**, EXPECTATIONS, and RESPONSIBILITIES
- USE APPROACHABLE LANGUAGE

3

ANALYZE THE PROBLEM

USE VARIOUS SOURCES OF DATA TO FURTHER **UNDERSTAND** THE PROBLEM

- DIRECT OBSERVATIONS
- REVIEW OF RECORDS
- ABC DATA

SHARE YOUR SCREEN TO REVIEW DATA, IDENTIFY A **CULTURALLY RESPONSIVE** AND **EVIDENCE-BASED INTERVENTION**

2

IDENTIFY THE PROBLEM

- **DEFINE** THE PROBLEM AND DESIRED OUTCOMES IN CLEAR OBSERVABLE TERMINOLOGY.
- **EXPLORE** CONTEXTUAL FACTORS INFLUENCING AND MAINTAINING THE PROBLEM.
- SET UP A BASELINE DATA COLLECTION **PLAN**

4

IMPLEMENT THE INTERVENTION

DEVELOP AND **SUPPORT** THE INTERVENTION PLAN USING BST:

- **TELL:** SCREEN SHARE, REVIEW, AND EMAIL YOUR WRITTEN PLAN
- **SHOW:** MODEL THE INTERVENTION
- **DO:** REHEARSAL AND PERFORMANCE FEEDBACK)

USE VIDEOS OF INTERVENTION MODELS, BUG-IN-EAR COACHING, AND RECORDED VIDEOS TO ENHANCE PERFORMANCE FEEDBACK AND SUPPORT.

5

EVALUATE INTERVENTION EFFECTIVENESS

WAS THE INTERVENTION IMPLEMENTED AS PLANNED?

- YES: COMMEND PERFORMANCE!
- NO: SUPPORT ANY BARRIERS

DID THE PROBLEM GET BETTER?

- YES: PLAN TO MAINTAIN & GENERALIZE
- NO: IF DUE TO POOR IMPLEMENTATION PROVIDE ADDITIONAL SUPPORT. IF DUE TO LACK OF EFFECTIVENESS, GO BACK TO STEP 3.